

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Richard E. Harper, et al.

Serial No.: 09/929,142

Group Art Unit: 2113

Filed: August 15, 2001

Examiner: Christopher S. McCarthy

For: METHOD AND SYSTEM FOR REDUCTION OF SERVICE COSTS BY
DISCRIMINATION BETWEEN SOFTWARE AND HARDWARE INDUCED
OUTAGES

Honorable Commissioner of Patents
Alexandria, VA 22313-1450

RECEIVED

JUL 19 2004

Technology Center 2100

AMENDMENT UNDER 37 C.F.R. §1.111

Sir:

In response to the Office Action dated April 15, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper. No new matter has been added.

Remarks begin on page 12 of this paper.

07/16/2004 JADD01 00000029 500510 09929142

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EXCESS CLAIM FEE PAYMENT LETTER

Sir:

Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.


	<u>AFTER AMENDMENT</u>	<u>PREV. PAID FOR</u>	<u>EXTRA CLAIMS PRESENT</u>	<u>RATE</u>	<u>FEE DUE</u>
Total Claims	38 -	31	= 7	x \$18.00	\$ 126.00
Indep. Claims	7 -	7	= 0	x \$86.00	\$ -
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$ 126.00

The Commissioner is authorized to charge Assignee's Deposit Account No. 50-0510 in the amount of \$126.00 to cover the excess claim fees. A duplicate copy of this sheet is enclosed.

The Commissioner is authorized to charge any deficiencies in fees and credit any overpayment of fees to Assignee's Deposit Account No. 50-0510.

Respectfully Submitted,

Date: July 15, 2004


Scott M. Tulino
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